



Colorado Talking Book Library

PATRON SATISFACTION SURVEY REPORT 2022

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Administered by
Library Research Service

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Survey designed and administered by Amy Bahlenhorst, Sara Wicen, Charissa Brammer, Nicolle Steffen, & Teresa Kalber.

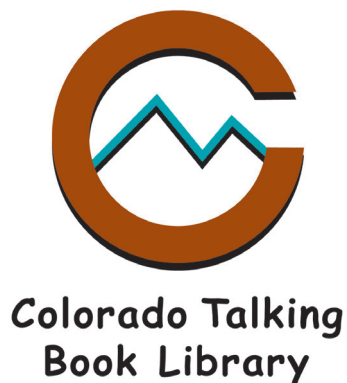
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INTRODUCTION

Colorado Talking Book Library (CTBL) provides free library services to Coloradans who are unable to read standard print materials because of physical, visual, or learning disabilities. CTBL provides audio books and magazines, braille books, large print books, and a collection of descriptive videos. In January 2023, CTBL had 4915 active individual patrons and as of March 2023 maintained 583 organizational accounts.

In an ongoing effort by CTBL to evaluate its services, the Library Research Service (LRS) developed and administered a patron survey in the winter of 2022-23. Invitations to the 2022 survey were sent by mail in audio and print formats as well as by email. CTBL patrons could take the survey online, over the phone with assistance from CTBL staff, or on paper to be returned by mail. Survey completion reminders were sent out in March by mail in print, audio, & braille formats, and by email. In total, 428 patrons completed the survey. For more information about the survey sample, see Appendix A.

The survey was designed to help CTBL identify strengths and weaknesses and to plan for future services. LRS has conducted ten surveys over the last 18 years for CTBL.

The survey consists of an outcome-based evaluation and a customer satisfaction questionnaire (see Appendix B for the full survey). It's worth noting that this survey took place during the COVID-19 pandemic, which could influence peoples' perceptions and library usage.



The board members of the Friends of CTBL stand in the braille stacks.

**“Outstanding staff and service-always.
The library brightens my life in every way”**

EXECUTIVE SUMMARY

The Colorado Talking Book Library (CTBL), part of the Colorado State Library, provides “free audio, braille and large print books” to keep people “connected to reading, stories, and adventure.” CTBL serves Coloradans experiencing physical limitations that prevent them from reading standard print, including vision and other physical impairments, as well as learning disabilities. In order to assess CTBL services, every two years the Patron Satisfaction Survey is administered by the Library Research Service. The 2022 survey was administered in the winter of 2022-23. 428 patrons completed the survey which examined patron demographics, satisfaction, value, communication, and engagement. This was the first survey administered since 2020, when we were in the midst of the COVID-19 pandemic. The COVID-19 pandemic has changed the ways in which we all view and interact with the world around us, and although these changes are difficult to assess in a survey of this type, it’s important to acknowledge that the COVID-19 pandemic may still be affecting perceptions and usage of the library.



A talking book cartridge is scanned for check out.



A library patron reads a braille book.

Upon analysis, we found that based on age groups, responses were representative of the overall CTBL patron population. We did not receive any responses for the age group 18-21, however this group makes up a very small percentage of the overall population at only about 1%. This year, we did not ask patrons for their gender or race, but we did ask about educational attainment: 55% of respondents have a bachelor’s degree or higher. Of respondents, 3% are currently enrolled in school, with 45% of them in college, and 55% in K-12.

We found that patrons are quite satisfied with CTBL and value it very deeply. Overall satisfaction with CTBL remains very high: 96% of respondents rated their overall satisfaction as good or excellent with 81% choosing “excellent.” Only 3.6% of respondents rated their overall satisfaction as fair, and no one rated it as poor. In every service category except for “Materials Selection” at least 90% of the respondents said each of the services was either good or excellent.

Executive Summary Continued

The two services with lowest satisfaction ratings were the BARD (Braille and Audio Reading Download) app, and Materials Selection. “Courtesy of staff” had the highest excellence rating with 87% of respondents rating it as excellent and no one rating it as poor. While satisfaction for Materials Selection remained low (77% rated it excellent or good, 19% said fair, and 4% said poor), this is actually an increase in the excellent rating since 2020. When comparing satisfaction of all services to 2020 ratings, excellent ratings increased for every service with



A volunteer narrator records a book.

the largest increase in satisfaction for “Delivery Speed.” Satisfaction was also measured for Books on Demand (also known as Duplication on Demand.) Of the people who use the service, 64% were very satisfied, 20% satisfied, and less than 1% were very dissatisfied.

When respondents were asked, “How has the library service been valuable to you?” the top two answers overall were “Read for enjoyment - fiction” at 85% and “Keeps my mind active” at 82%. The option least frequently chosen was

“Resource for job/career” with only 6% of respondents selecting it. Unsurprisingly, “Keeps my mind active” was the most common response for people ages 76 and over with 82% of this group selecting it. We were very surprised to see that there was no correlation between overall satisfaction and communication frequency. This tells us that satisfaction does not hinge on direct customer service because there was no pattern to communication frequency when comparing the most satisfied and dissatisfied customers.

Colorado Talking Book Library continues to be an incredibly valuable asset to Coloradans in particular those with vision impairments and learning disabilities. The stories from patrons, both in words and numbers, show that this service is highly valued, and that users are extremely satisfied with the library. Throughout this report you will find quotes from patrons and more extensive statistics from the survey. CTBL looks forward to continuing to serve the community and wants to thank the participants of this study as well as the CTBL Friends Foundation for their ongoing support.



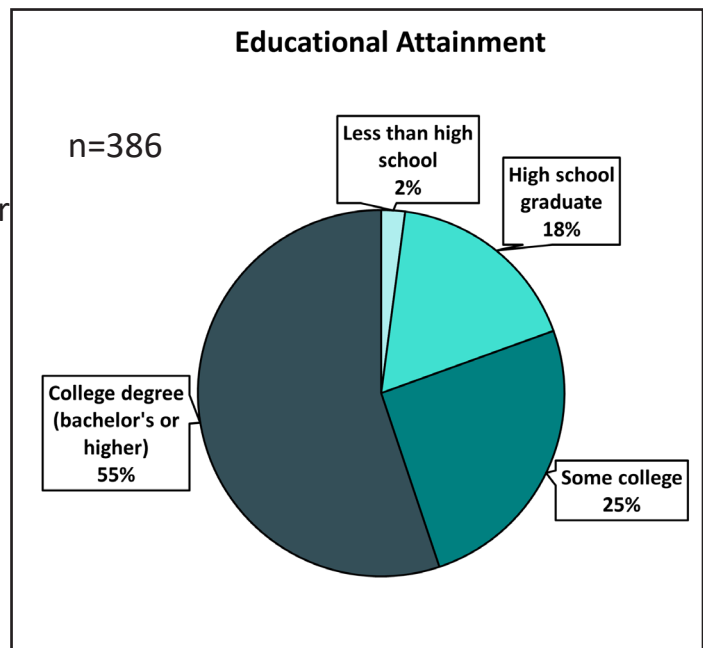
The CTBL staff stand in the large print stacks.

REPRESENTATION & DEMOGRAPHICS

“I’m just so grateful. One of the hardest things when you can’t see is not being able to read. It has made the biggest difference.”

The percentages of age groups that responded to the survey were in fact relatively representative of the actual CTBL population. The group 61-75 was slightly overrepresented, and the 76 and over group was slightly underrepresented. The percentages are close enough that the survey findings can be extrapolated across all of CTBL. When looking at age groups over the past few years, we notice that the spread of ages is similar, except for in 2012 when the number of respondents ages 22-40 nearly doubled (note that before 2016 the 61-75 and 76+ groups were combined.) Though we had zero respondents for the 18-21 age group, there were 38 respondents who did not note their age. It is possible that the 18-21 age group is represented in these 38 responses.

The **educational attainment** of CTBL patrons continues to be high: 55% of respondents have a bachelor’s degree or higher, which is 11 percentage points higher than 2020. For reference, nationally about 35% of people have a bachelor’s degree or higher (U.S. Census Bureau, 2021). Roughly 3% of respondents are currently enrolled in school. Out of those currently enrolled, about 45% are in college, and 55% are in K-12.



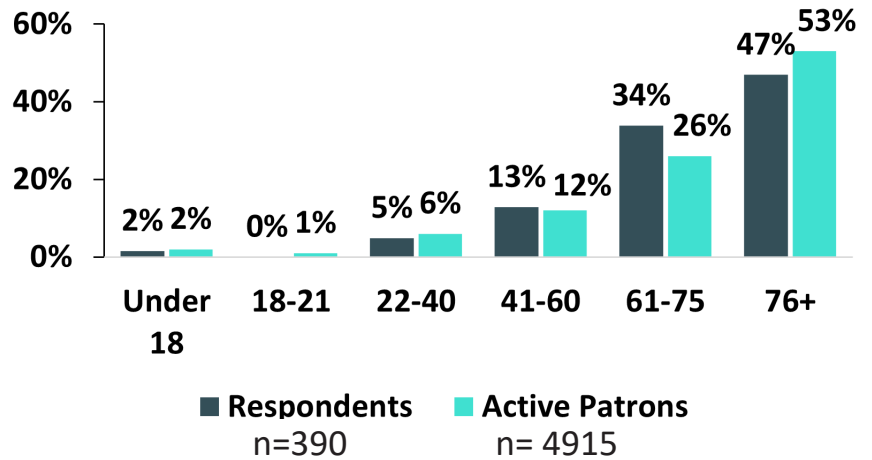
“Perfect for me!! It’s the best thing that ever happened to me :)”

Representative Sample



Volunteers record a book in the studio.

Age of Survey Respondents & all Active CTBL Patrons



*Note that this chart does not include people who did not provide their age.

The above chart shows the percentage of people in each age group for both respondents to this survey and all active CTBL patrons as of January, 2023. The following groups had either exactly the same percentages or were within 1 percentage point of each other: Under 18 (2% respondents and patrons), 18-21 (0% respondents and 1% patrons), 22-40 (5% respondents and 6% patrons) and 41-60 (13% respondents and 12% patrons.) 34% of respondents were ages 61-75, whereas 26% of active patrons are in this group. 47% of respondents were ages 76 or older, whereas 53% of active patrons are in that age group.

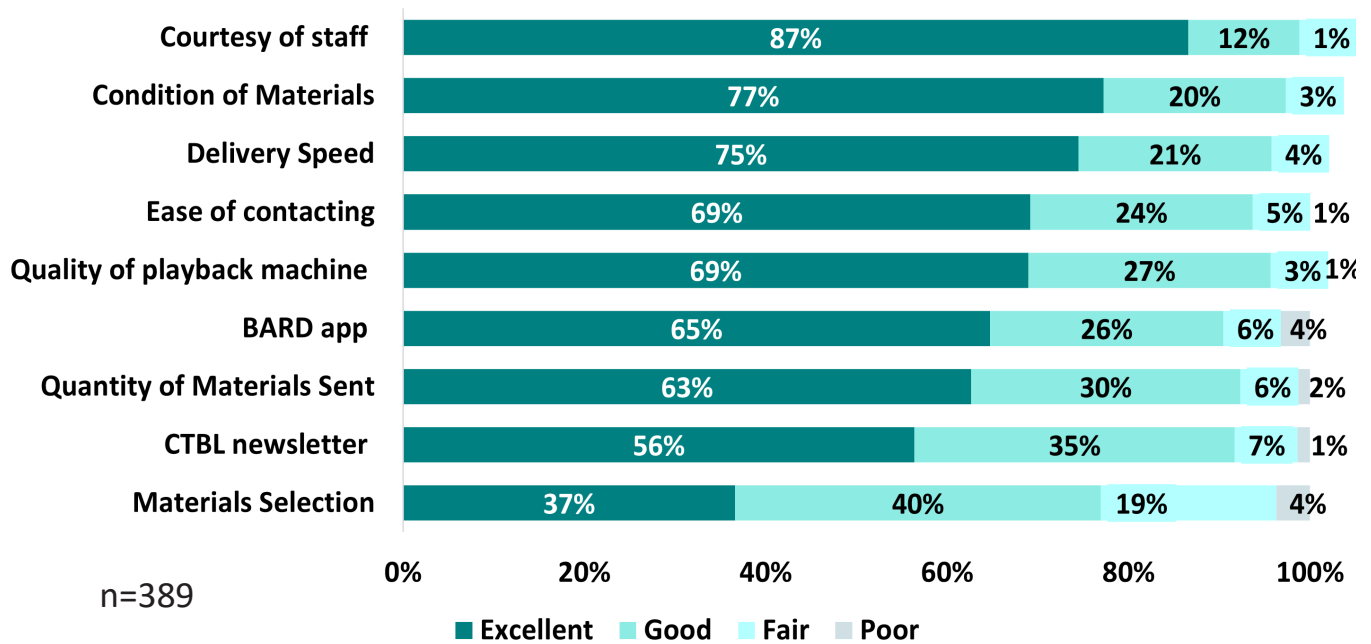
About 22% of respondents had someone take the survey on their behalf; 69% were family/friends, 11% were a parent/guardian of a minor, 4% were a staff member at a residential community or nursing facility, and 16% were other kinds of helpers.

“I am SO grateful for the service and being able to continue with books, even though they are audio rather than physical materials. They are a lifeline to other worlds. Thank you!”

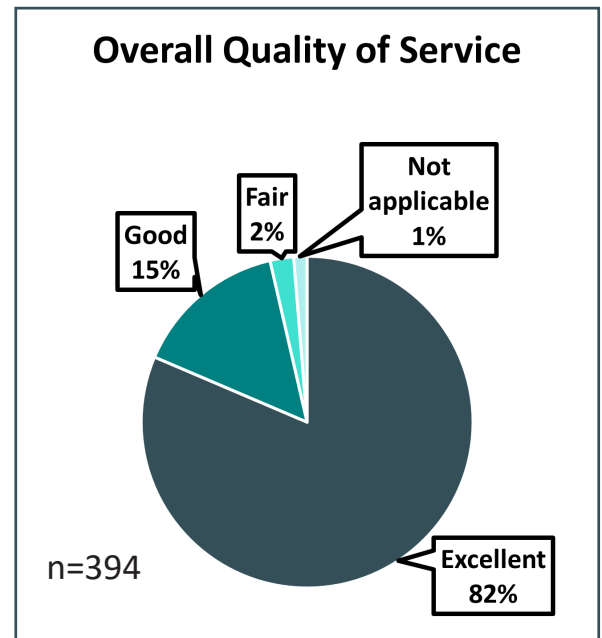
SATISFACTION AND VALUE

Over 97% of respondents rated their satisfaction with CTBL as good or excellent.

Satisfaction With Various Services

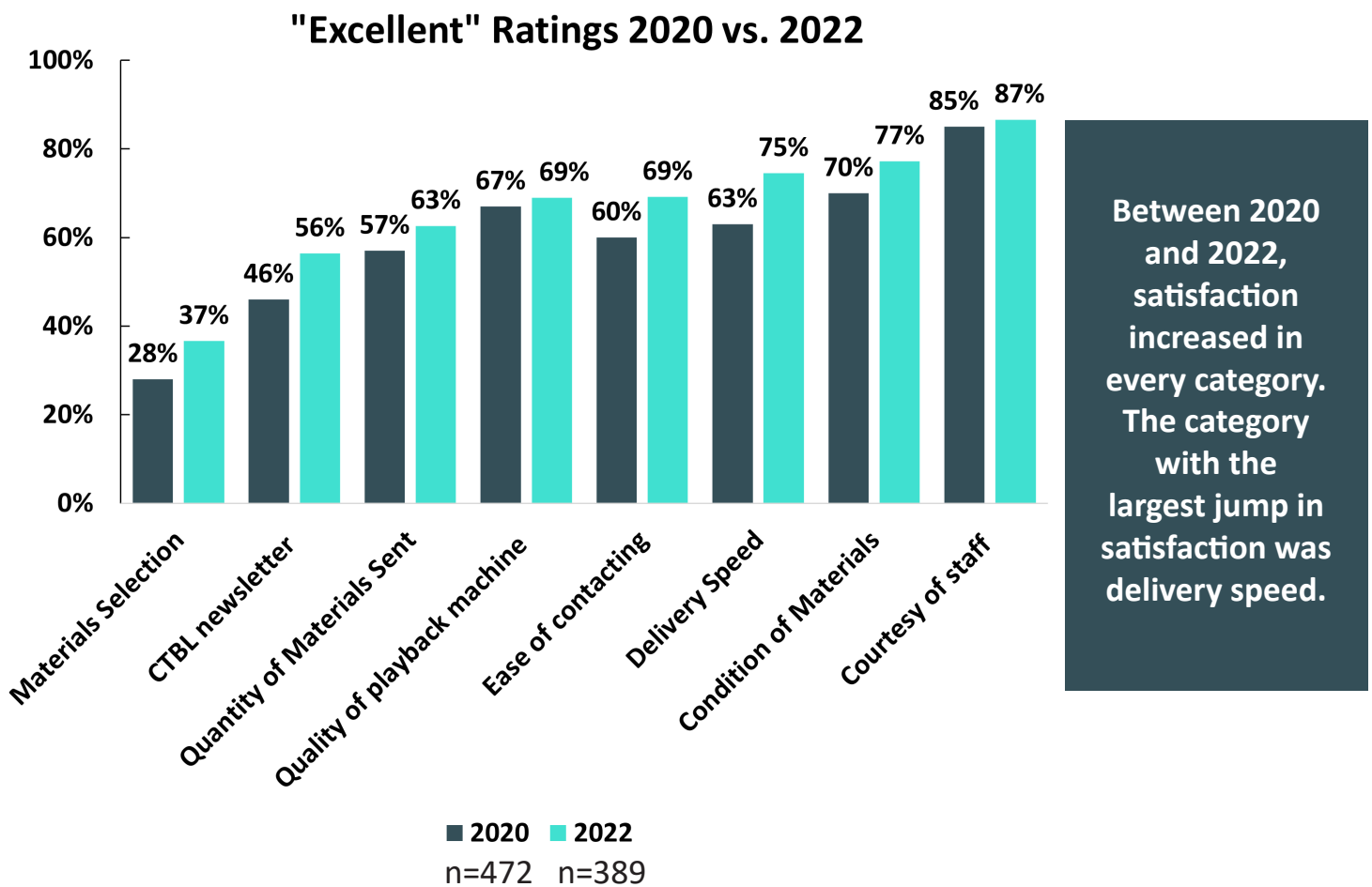


Overall, CTBL patrons are quite satisfied with the library with 82% reporting that the library overall is excellent, and 97% reporting that the library is either good or excellent. Only 3.6% of people rated their overall satisfaction as fair or not applicable, and no one rated it as poor. As seen in the above chart, in every category except for “Materials Selection” at least 90% of the respondents said each of the services was either good or excellent. The two services with lowest satisfaction ratings were the BARD (Braille and Audio Reading Download) app, and Materials Selection.



Satisfaction Increasing

When comparing satisfaction ratings between 2020 and 2022, satisfaction increased for every service. Note that this chart does not include information for the BARD app due to the fact that this was not measured in 2020. Also note that this chart only shows a comparison for excellent ratings. The services being rated include: Materials Selection, CTBL newsletter, Quantity of Materials Sent, Quality of playback machine, Ease of contacting, Delivery Speed, Condition of Materials, and Courtesy of staff.



“CTBL is the most beautiful service - you bring enormous amounts of joy to our son - you have no idea how much joy your tapes deliver. Thank you for absolutely everything; we are so grateful to you.”

Staff

When asked about satisfaction of various CTBL services, the **highest satisfaction rate was for courtesy of staff** with 99% of respondents rating this service as either excellent or good, 1% rating it fair, and 0% rating it poor. Between these statistics, and open-ended responses from patrons, it's safe to say that one of the best and most vital parts of the library is the people who operate it. Here's what some respondents had to say about CTBL staff:

"CTBL staff and services are top-notch. Always patient, kind and helpful. **They are a blessing!**"

"You all do such a great job, both paid and volunteer staff. I wish you could get an award of some kind. You are always so friendly and incredibly helpful. Thank you so very much for your service to all of us around the state of Colorado. :-)"

"When I need to contact CTBL with a question the staff is always helpful and friendly. I am a fan and share my enthusiasm with friends and family."



A reader advisor assists a patron of CTBL.

"I love it! **Staff is awesome, helpful, kind, understanding.** I appreciate access to books, as I grew up a bookworm. I want to thank all who work at CTBL for their awesomeness."

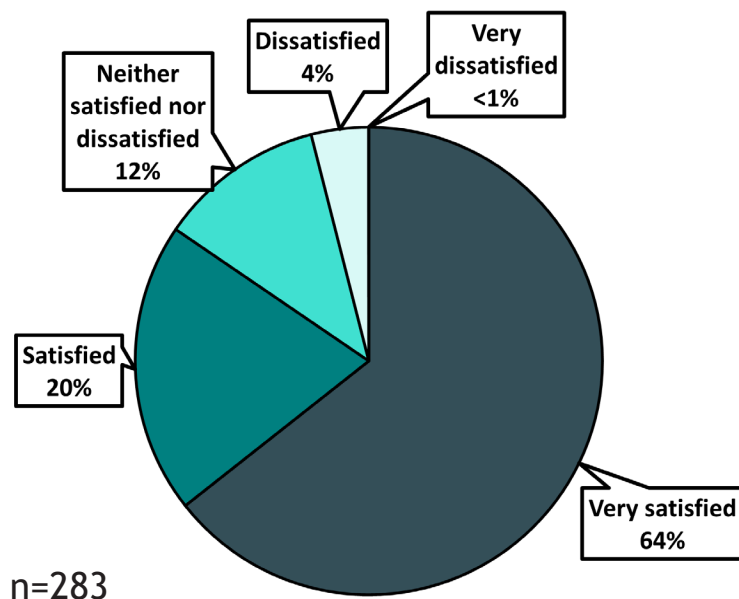
"Services you provide are priceless!!!! Your staff and services are **excellent, knowledgeable, respectful, reliable, and resourceful!** Though there are other services out there-audible and book share-yours is the one I go to 99% of the time. Keep up the outstanding job!"

"I think your readers do a wonderful job! Every time I have called the library, **everyone was very helpful!**"

Books on Demand

When respondents were asked to share more details about their satisfaction with Books on Demand (also known as Duplication on Demand) some common themes arose. 210 people provided explanations for their ratings in their own words. Some common reasons people were satisfied were: the variety of options is good (44 people), 20 referred to the fact that the audio books are convenient, 21 said that the service gives patrons access to books that they normally wouldn't have, 17 noted it provides an activity to do, and 13 wrote that the listening device and/or service are easy to use. The two most common themes around dissatisfaction were: people received too many books at a time (7 responses), and 12 said that they prefer other services more or don't use Books on Demand. There is a possibility that some patrons receiving multiple audio books on one cartridge may not recognize that this is a Books on Demand service.

Satisfaction with Books on Demand



Books on Demand allows customers to receive multiple books on one cartridge. This service began in 2019. Note that 28% of the 394 people who responded selected not applicable for this question.

As the chart to the left shows, of the people who this question applied to, 64% of users of this service are very satisfied, 20% satisfied, 12% neither satisfied nor dissatisfied, and only about 4% were dissatisfied or very dissatisfied.

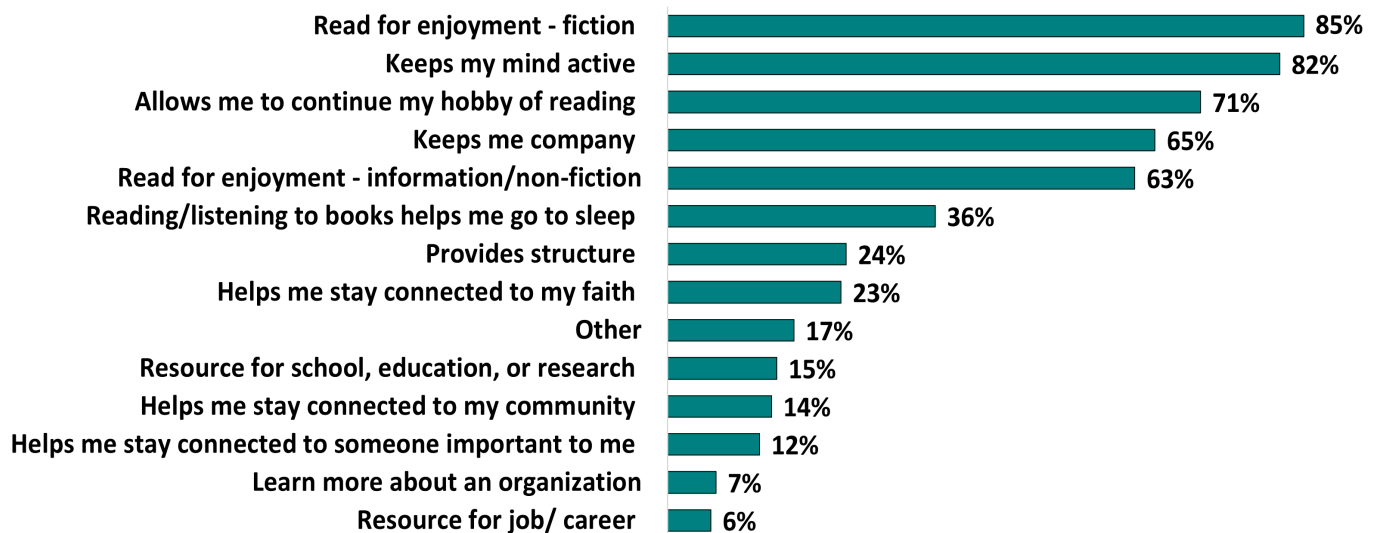
“Audio books are wonderful since my vision has deteriorated. Thank you very much for making them available. My life would be empty without them.”

“They take you to a different place. I find that when you are depressed they can lift you up.”

Value of CTBL Services

When respondents were asked, “**How has the library service been valuable to you?**” the top two answers were “Read for enjoyment- fiction” at 85% and “Keeps my mind active” at 82%. People also frequently selected “Allows me to continue my hobby of reading” (71%), “Keeps me company” (65%), and “Read for enjoyment- non-fiction” (63%). Less common answers included: Reading/listening to books helps me go to sleep (36%), Provides structure (24%), Helps me stay connected to my faith (23%), Resource for school, education, or research (15%), Helps me stay connected to my community (14%), Helps me stay connected to someone important to me (12%), Learn more about an organization (7%), and Resource for job/career (6%). Interestingly, answers that mentioned “connection” were less frequently chosen. Note that respondents were able to select more than one option.

How has the library service been valuable to you?



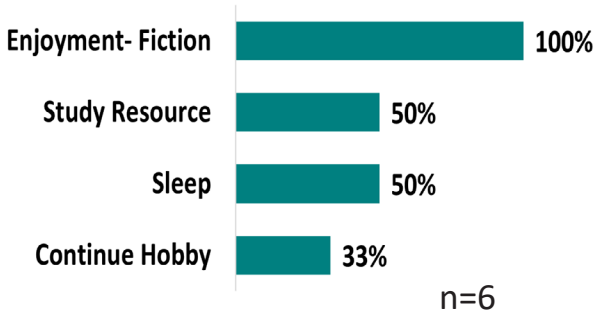
n=397

17% of respondents also selected other and wrote in their own answer about what they value at CTBL. Common responses included topics such as braille, companionship, staying current, content for conversations, coping, reading variety, education/learning, entertainment, and book clubs. The most common written-in response was staying current on popular topics.

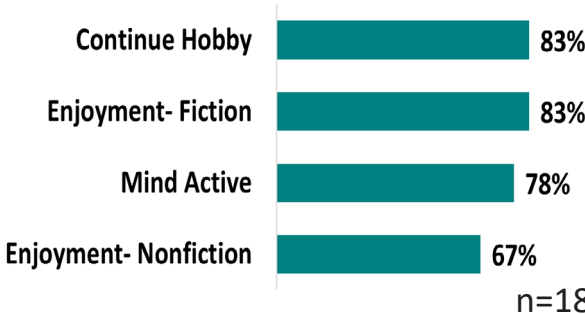
Value by Age Group

There was no significant correlation between what value patrons attributed to CTBL’s services and their age. More usefully, below are the **top 4 values for each age group**. Each age group had “Continue Hobby” and “Enjoyment- Fiction” selected in their top 4. The option “Study resource” as a top 4 value was unique to the 0-21 age group. The option “Keeps me company” only made the cut for the two oldest groups, 61-75 and 76 and over. Do note that there were no responses for the age group 18-21 so this group was combined with the under 18 group. Also note that in the charts below, the percentages indicate what percent of the given age group chose each option and that multiple answers were allowed.

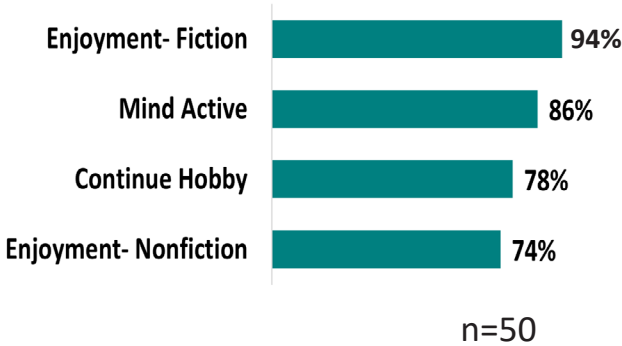
0-21



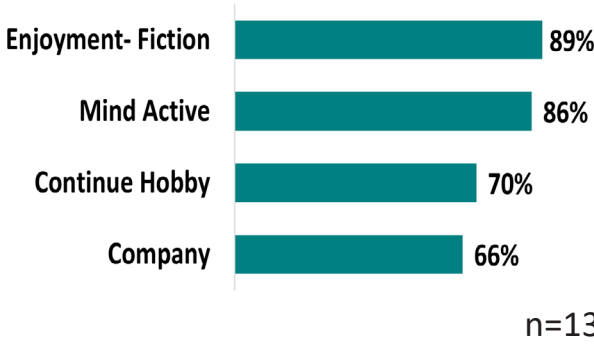
22-40



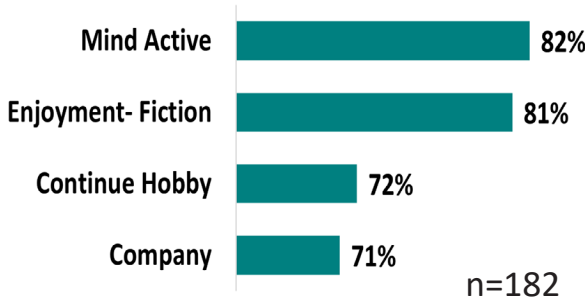
41-60



61-75

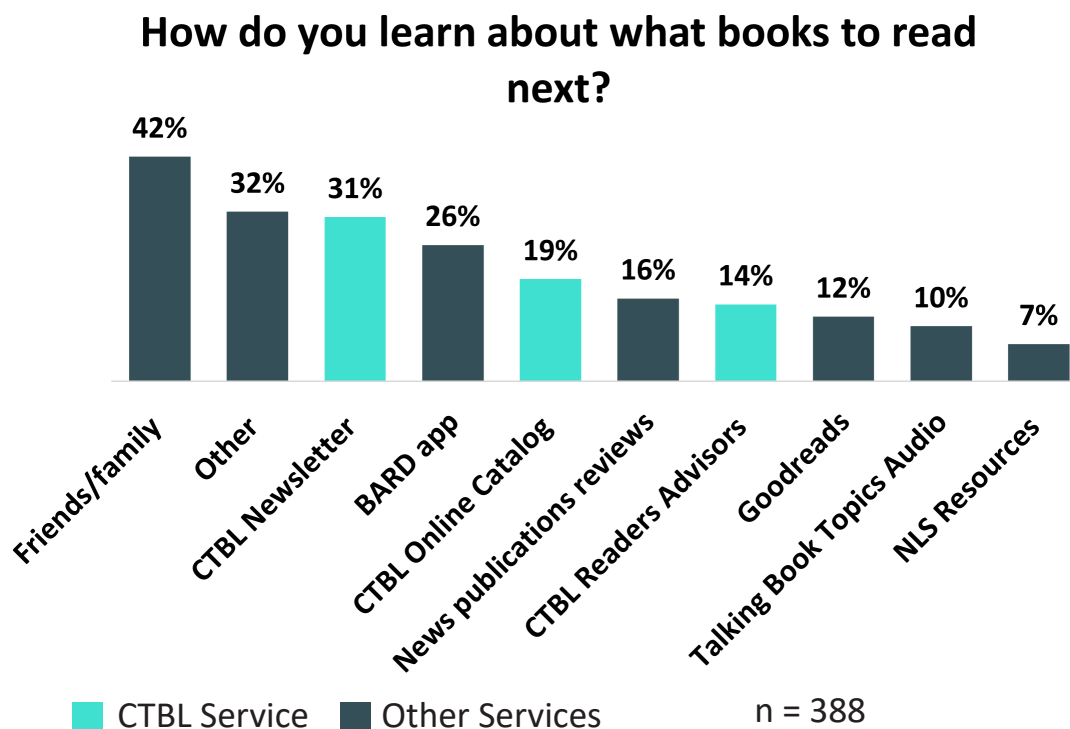


76+



COMMUNICATION & ENGAGEMENT

“When I ask a CTBL librarian for a recommendation I always get good advice.”



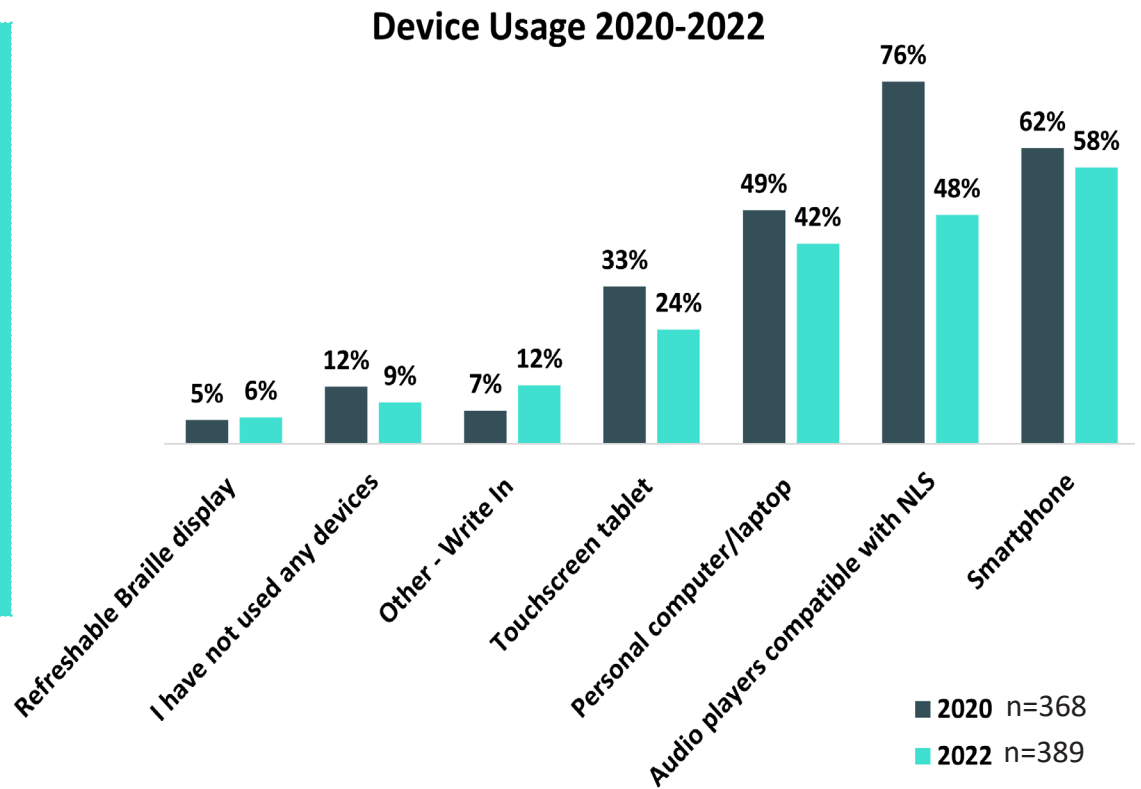
When patrons were asked, “How do you learn what books to read next?” the **most frequently selected answer was that they find their next great read from friends or family** (42% of responses.) CTBL services which included Newsletter, Online Catalog, and Readers’ Advisors, were selected 39% of the time. 32% of respondents wrote in their own answer for this question. Of the people who wrote in their own response, 30% said that they just read whatever is sent to them by the library, 7% said they get recommendations from other organizations (including the public library), 2% said CTBL print catalog (old editions), and 2% said Talking Book Topics in print (old editions). Note that people were able to chose multiple options for this question.

“I am so very thankful for all the reading material you’ve allowed me access to. I felt so lost without being able to read when I lost my vision. This has been such a wonderful way to keep my love of reading. Thank you immensely.”

Technology: Devices & WiFi

Surprisingly, **device usage dropped** from 2020 to 2022 in every category except “Refreshable Braille display” (one percentage point increase) and “Other.” There was a very large drop in the usage of audio players from 76% in 2020 to 48% in 2022. Many of the response for “other” actually did include audio players compatible with NLS (National Library Service for the Blind and Print Disabled), and also included things such as smart home devices (e.g. Alexa), land-line and other types of non-smart phones, and magnifiers. There may have been some respondents that did not know which device they had. For example, if they had an audio player from CTBL, it’s possible they did not recognize that their audio player is compatible with NLS.

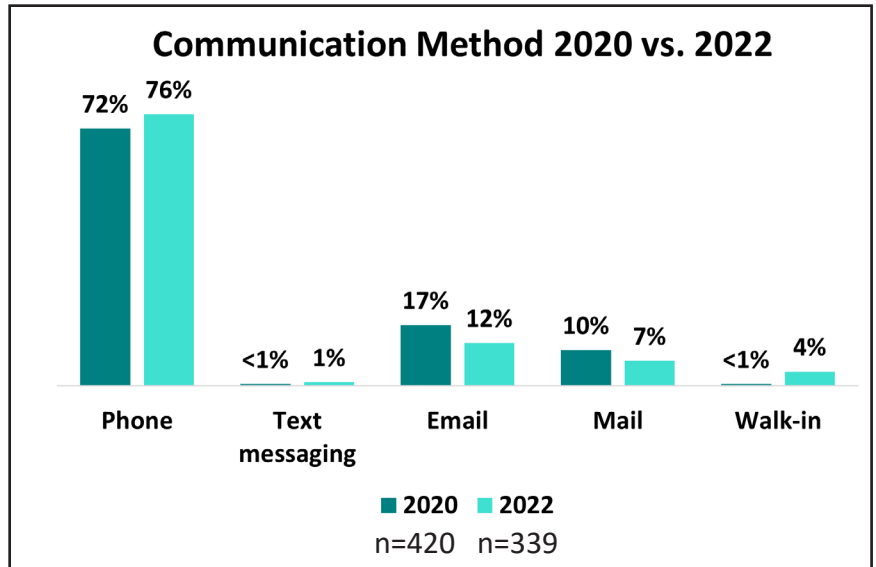
The majority of CTBL patrons (86%) have access to WiFi and of that majority, most (98%) have access to it at home.



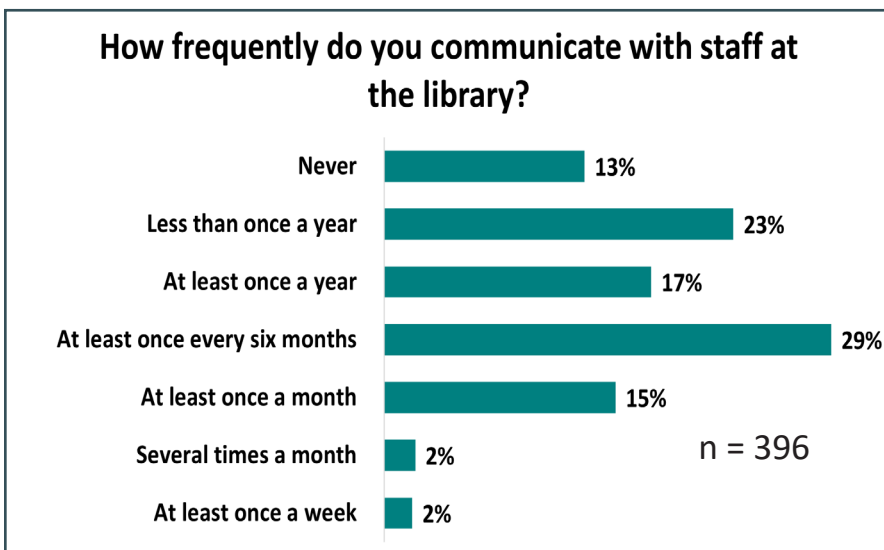
Despite this overall decrease in usage, **patrons still have access to a variety of devices.** For this question, survey respondents were instructed to mark all options that applied. A little less than half (48%) of patrons reported using an audio player compatible with NLS, 42% have used a personal computer or laptop, 24% have used a touchscreen tablet, 6% have used a refreshable braille display, and 12% have used something else. Only 9% haven’t used any devices in the past 6 months, and 2% did not know if they had or not. In the past 6 months, the majority of patrons have used a smartphone (58%) and of those 58% have used an iPhone, 36% have used an Android, and 10% of people unsure what they have.

Communication Method

When patrons were asked what their **primary method of communicating** with the library is, the majority of people (76%) said that the phone is their primary method, up 4 percentage points from 2020. Text messaging was the least frequent method with only about 1% of respondents saying it was their primary communication method. This is slightly up from 2020 but note that this is not an official communication method between staff and patrons. Other communication method frequencies decreased; email dropped from 17% in 2020 to 12% in 2022, and mail dropped from 10% to 7%. The number of customers who selected “Walk-in” increased about 3 percentage points since 2020, which may be due to easing of COVID contact restrictions in 2020 which included closure of the library’s building to the public for much of that year.



Communication Frequency



When asked **how frequently users communicate with staff** at the library, about 82% said at least once every 6 months or less. Of those who communicated more frequently, 15% said at least once a month, 2% said several times a month, and 2% said at least once a week. There was no significant correlation between patron satisfaction and communication frequency.

PATRON STORIES

“I am so grateful for any and all book services available for the blind. I mainly use BARD and **can’t imagine life without it**. I listen to books daily and usually finish 50-60 audio books each year through BARD. It’s quick, easy, and there are a lot of reading options. THANK YOU!”



..... A volunteer checks a talking book recording.

“**This has been a “life saver”** for my husband. He spends many hours a day listening to books...He is unable to do things he used to do, so listening to books on tape has been a **great enjoyment and education**. Thank you for this service!”

“I love this library. When I became legally blind, **[the] first thing on my mind was about ability to read**. Low vision eye group led me to CTBL and really saved my life!”

“We just appreciate this service provided for my mother who is blind, has a hearing loss, and is now also diagnosed with bone marrow cancer. **This service has been something she looks forward to more than anything!** Thank you.”

.....
“I plan on leaving them in my will.”

“I would say it’s wonderful. My step dad has been with the library for over 38 yrs he loves the books, he has been blind all his life and is newly sick with cancer. These books are his life. **Thank you for giving him happiness.**”

“Your service is great. **You keep me sane**. My eyes don’t work, my arms don’t work, my legs don’t work, my ears and my mind is the only things that work. There is ALWAYS a book playing. Thank you SO much.”



.....
“**I think that the Talking Book Library is essential**, obviously for people like me who can’t see. I wouldn’t have said that 3 years ago when I could see. It builds moral. If I didn’t have it I would be lost.”

“...I listen to my books 10 hours a day. **They are my family.**”

A reader advisor assists a patron over the phone.

APPENDICES

Appendix A: Methods

We used stratified random sampling to select participants. The random sample consisted of active CTBL patrons stratified by age to ensure accurate representation. Our goal was to have 395 completed surveys which equates to roughly 8% of the CTBL patron population. The age groups were: under 18, 18-21, 22-40, 41-60, 61-75, and 76 and up.

In 2020, surveys were completed by 485 patrons, with an overall response rate of 23% (response rate is calculated as Total Completed Surveys/Survey Invitations). In 2022, surveys were completed by 428 patrons, with an overall response rate of 26%. The number of invitations sent to each age group was based on that group's average response rate for previous years. The total number of invitations sent based on those response rates was 1,664. Since 2012, the overall survey response rate has been between 22-28%.

In terms of response rate, the 18-21 age group had a markedly low rate at 0%. It is worth noting, however, that there was a group of respondents who did not list age on their survey, and the few (4) responses we wanted from this group could be accounted for in the unknown category. When reading the tables on page 17 note that before 2020, the groups 61-75 and 76+ were combined into one group, 61+.

Table A: Response Rates for 2022 Survey

Age Group	Target Completions	Invitations Sent	Total Completions	Response Rate
0-17	9	76	6	8%
18-21	4	19	0	0%
22-40	22	141	19	13%
41-60	48	224	50	22%
61-75	104	401	132	33%
76+	208	801	183	23%
Unknown			38	
Overall	395	1662	428	26%

Table A shows target completions, invitations sent, total completions and response rates for each age group in the 2022 survey. The response rate for the under 18 group was 8%, the rate for 18-21 was 0%, the rate for 22-40 was 13%, the rate for 41-60 was 22%, the rate for 61-75 was 33%, the rate for 76 and over was 23%, and the overall response rate was 26%.

Table B: Response Rate Look back

Table B shows response rates for each age group over the past 10 years, or 5 rounds of surveys. In 2012 the overall response rate was 27%, in 2014 it was 26%, in 2016 it was 28%, in 2018 it was 22%, in 2020 it was 23%, and this year, 2022, it was 26%.

Age Group	2012	2014	2016	2018	2020	2022
0-17	9%	9%	6%	3%	10%	8%
18-21	3%	2%	1%	22%	10%	0%
22-40	16%	7%	7%	6%	16%	13%
41-60	21%	22%	18%	19%	21%	22%
61+*	38%	32%	34%	32%	26%	26%
Response Rate	27%	26%	28%	22%	23%	26%
Total Completion	549	454	481	682	485	428

*For the age group 61+ response rates prior to 2022 are approximate calculations.

Appendix B: Survey

COLORADO TALKING BOOK LIBRARY
2022 PATRON SURVEY
Conducted by Library Research Service

Please help us evaluate the services you receive from the Colorado Talking Book Library by filling out this survey and returning it to the Library Research Service before March 31, 2023. If you would like to fill out the survey via the internet, go to <http://www.lrs.org/ctbl>. If you would like assistance filling out the survey, please call the library at 1-800-685-2136. Thank you for your response, it will help us serve you better in the future.

1. How frequently do you communicate with staff at the library, including by phone, text message, email, mail, or walk-in? (Mark one.)

- At least once a week
- Several times a month
- At least once a month
- At least once every six months
- At least once a year
- Less than once a year
- Never

2. What was your most used method of communicating with the library in the past year? (Mark one.)

- Phone
- Text message
- Email
- Mail
- Walk-in
- Not applicable

3. What devices have you used in the past six months?

(Mark all that apply.)

- Smartphone (ex. iPhone, Samsung Galaxy, etc.)
- Personal computer/laptop (ex. MacBook, Chromebook, etc.)
- Touchscreen tablet (ex. iPad, Kindle Fire, etc.)
- Refreshable Braille display
- Audio players compatible with National Library Service books (ex. Victor Stream, Bookport, etc.)
- Other device-please specify: _____
- I have not used any devices in the past six months
- I don't know which devices I have used

4. If you use a device, what type of smart or mobile device do you use?

(Mark all that apply)

- Apple (iPhone, iPad, etc.)
- Android (Samsung Galaxy, Kindle Fire, etc.)
- I don't know what type of device I have

5. Do you have access to WiFi? (Mark one.)

- Yes
- No

6. If you have access to WiFi, where do you access it? Skip to question #7 if you do not have WiFi access. (Mark all that apply.)

- Home
- Work
- Library
- Business
- Other (fill in)

7. How satisfied are you currently with receiving multiple books on one cartridge, known as Books on Demand? (Mark one.)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

8. Can you share more details about why you are or are not satisfied with "Books on Demand?" (You can skip this question if it doesn't apply to you.)

9. How do you learn about what books to read next? (Mark all that apply.)

- CTBL Online catalog
- BARD (online reading app)
- CTBL Reader Advisors
- Online resources from the National Library Services for the Blind and Print Disabled (NLS) including Talking Book Topics online
- Audio recording of Talking Book Topics
- News publications with reviews (NPR, New York Times, Denver Post, for example)
- Goodreads (social media network for book recommendations)
- From friends or family members
- CTBL Newsletter
- Other-please specify: _____

10. How could CTBL help you learn about what books to read next?

11. How has the library service been valuable to you?

(Mark all that apply.)

- Read for enjoyment - fiction (novels, mysteries, etc.)
- Read for enjoyment - information/non-fiction (news, crafting, history, etc.)
- Allows me to continue my hobby of reading
- Keeps me company
- Keeps my mind active
- Helps me stay connected to my faith
- Provides structure
- Reading/listening to books helps me go to sleep
- Resource for school, education, or research
- Resource for job/career
- Learn more about an organization (church, community group, etc.)
- Helps me stay connected to someone important to me
- Helps me stay connected to my community
- Other-please specify: _____

12. Please rate your satisfaction with each of the following aspects of our service. (Mark one per line.)

Speed with which we get books to you

- Excellent Good Fair Poor Not Applicable

Completeness and condition of the books you receive

- Excellent Good Fair Poor Not Applicable

The number of books we send to you

- Excellent Good Fair Poor Not Applicable

The book titles we select for you

Excellent Good Fair Poor Not Applicable

Ease of contacting us

Excellent Good Fair Poor Not Applicable

Courtesy of library staff

Excellent Good Fair Poor Not Applicable

The Colorado Talking Book Library newsletter

Excellent Good Fair Poor Not Applicable

Quality of the playback machine we have loaned you

Excellent Good Fair Poor Not Applicable

The BARD (Braille and Audio Reading Download) online reading app

Excellent Good Fair Poor Not Applicable

13. Overall, how would you describe the quality of service you received from the Colorado Talking Book Library? (Mark one.)

Excellent Good Fair Poor Not Applicable

Demographics

The following information will help us to better understand who uses our library, so that we can improve the quality of our services. CTBL never shares your individual information. Library Research Service completes the analysis of this information and combines data into larger groups to gain insight. For example, "70 percent of CTBL users are age 60 or older." If you feel uncomfortable answering, please leave the question blank. If you are taking the survey on behalf of someone else, answer the demographics questions based on the CTBL user and not yourself.

14. I am taking this survey on behalf of someone else. (Mark one.)

- Yes ➡ go to Question #15
- No ➡ go to Question #16

15. What is your relationship to the person you are taking the survey for? (Mark one.)

- Parent/guardian of a minor CTBL member
- Adult family member/friend of an adult CTBL member
- Staff member at a residential community or nursing facility
- Other-please specify: _____

16. What is your age group? (Mark one.)

- 1-5
- 6-12
- 13-17
- 18-21
- 22-40
- 41-60
- 61-75
- 76+

17. What is the highest level of education you have completed?

(Mark one.)

- Less than high school
- High school graduate
- Some college
- College degree (bachelor's or higher)

18. If you are currently a student, what level are you in? (Mark one.)

- Preschool
- Elementary School
- Middle School
- High School
- College
- Not applicable
- Other-please specify: _____

Optional Information

If you have shared any questions or concerns about CTBL services, we would like to follow up with you to help resolve them. Please include your contact information so we can follow up with you and provide the best service possible. To maintain your privacy, this information will not be connected with the rest of your survey.

19. Name: _____

20. Phone number: _____

21. Email address: _____

22. Would you like one of CTBL's Reader Advisors to contact you? (Mark one.)

Yes

No

23. Please feel free to share your comments about the Colorado Talking Book Library and the services we provide.

Please use the enclosed envelope to return the survey via mail to Library Research Service.

Thank you for participating in this survey. We appreciate your comments and look forward to continuing to serve you.